



**DEPARTMENT OF THE AIR FORCE**  
**HEADQUARTERS UNITED STATES AIR FORCE**  
**WASHINGTON, DC**

DEC 26 2002

MEMORANDUM FOR SEE DISTRIBUTION

FROM: HQ USAF/SG  
110 Luke Avenue, Room 400  
Bolling AFB, DC 20032-7050

SUBJECT: TRICARE Online (TOL)

TRICARE Online ([www.tricareonline.com](http://www.tricareonline.com)) is the DoD secure healthcare website scheduled to deploy to all military treatment facilities (MTFs) in FY03. TRICARE Online is a remarkable web-based healthcare resource for our patients.

TOL has been tested in over 90 clinics around the world and has been used by more than 40,000 patients. Current capabilities include over 18 million pages of healthcare information, on-line appointment scheduling, and many other valuable medical resources. After TOL has completed required Air Force security certification and accreditation, it will be enabled for use at all Air Force facilities. TOL setup and maintenance training is ongoing.

MTF/CC should identify a TOL project manager who will coordinate training and oversee deployment throughout the facility. MAJCOM/SG should designate a TOL representative by 15 Jan 03, and MTF/CC should forward the names of the MTF TOL program managers to the MAJCOM TOL representative by 31 Jan 03. A regional TOL representative located at your TRICARE Lead Agency will support the MTF project managers. A TOL web page should be built for each MTF clinic, physician and non-physician provider; this will take approximately 1 hour per web page. It is very important that maximum effort be made to produce quality web pages that represent the personality and culture of your facility and the Air Force Medical Service. These web pages should be completed by 31 Mar 03.

MTF/CC should consider current appointing practices and mission requirements when determining the type and proportion of appointments to enable for on-line appointment scheduling.

This portal opens the door to significant improvements in access to care for our patients. My point of contact for this exciting program is Maj Kevin Helmrick, HQ USAF/SGMA, DSN 297-4696, email: [kevin.helmrick@pentagon.af.mil](mailto:kevin.helmrick@pentagon.af.mil).

GEORGE PEACH TAYLOR, JR.  
Lieutenant General, USAF, MC, CFS  
Surgeon General

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